

Public Service Commission (PSC)


Agency Performance Dashboard

Q3 FY2016

Economic Development

Financial viability of Wisconsin's public water utilities

Metric Definition: The percentage of utilities taking action to improve their financial viability within one year of being contacted by the commission.

Goal Met	Current	Previous	Target	Trend
	N/A	77% (2015)	80%	N/A



Reporting Cycle: Annual (calendar year)

Additional Details: To promote the financial viability of Wisconsin's public water utilities, the commission evaluates utility's annual reports and notifies those that may be having or likely to have financial issues in the near future so they may be averted. Commission staff conducts a financial viability evaluation looking at factors including a utility's debt v. capital, income v. operating expenses, rate of return, water loss, and time elapsed since the last full rate case review. Because long term infrastructure investments are critical to water utilities, it is important to identify issues early. The current percentage is for utilities taking action in 2015.

Efficient and Effective Services

Reduce the length of unresolved consumer complaint cases

Metric Definition: Resolve consumer complaints within 25 days of origination.



Goal Met	Current	Previous	Target	Trend
	74%	66%	80%	

Reporting Cycle: Quarterly (January 1, 2016 - March 31, 2016)

Additional Details: When a complaint is received by commission staff, it is forwarded to the utility for a response to the customer's concerns. The Wis. Admin. Code allows utilities 10 days to provide a written response. Commission staff then reviews the utility response and, if necessary, requests additional information to resolve the complaint. After receiving complete information from the utility, commission staff reviews the applicable laws and makes an informal determination regarding the disposition of the complaint. Prior to closing the complaint, commission staff must communicate the determination of the complaint to the utility and customer. There are situations in which this goal is difficult to meet due to extenuating or unusual circumstances, such as: Additional information required from the customer, wait for another billing period to elapse to review customer's usage, complex billing matters that require extensive analysis and review to ensure its accuracy, consultation among commission staff with technical or legal expertise regarding issues raised in the complaint.

Recognition of new consumer complaints

Metric Definition: Acknowledge inquiries and complaints in the Consumer Affairs Division by notifying the complainant that PSC received their inquiry on the day the inquiry was received.



Goal Met	Current	Previous	Target	Trend
	95%	92.5%	90%	

Reporting Cycle: Quarterly (January 1, 2016 - March 31, 2016)

Additional Details: N/A

Water utility construction authorization processing time

Metric Definition: Review (and either approve or deny) all water utility construction projects, that do not require a hearing, within 90 days from receipt of the application.



Goal Met	Current	Previous	Target	Trend
	80%	100%	100%	

Reporting Cycle: Quarterly (January 1, 2016 - March 31, 2016)

Additional Details: Water utilities are required to obtain PSC approval prior to certain construction projects. The PSC reviews the projects to ensure they are reasonable and necessary to effectively serve the utility's customers. The law requires that, if no hearing is required, an order either approving or denying the application be issued no later than 90 days from the date a Notice of Investigation is issued. This metric would further accelerate the timing of decisions on water utility construction projects that do not require a hearing.

Electric and natural gas utility construction authorization processing time

Metric Definition: Consistently review and either approve or deny electric or natural gas construction projects within project application's corresponding statutory timeline.

Goal Met	Current	Previous	Target	Trend
	100%	100%	100%	



Reporting Cycle: Quarterly (January 1, 2016 - March 31, 2016)

Additional Details: Electric and natural gas utilities are required to obtain PSC approval prior to certain construction projects. The PSC reviews the projects to ensure they are reasonable and necessary to effectively serve the utility's customers. Depending on the size of the project, a utility must request a Certificate of Public Convenience and Necessity or a Certificate of Authority to proceed with construction projects. Generally, depending on the certificate sought, the PSC has either 90, 180, or 360 days following the Notice of Investigation or Proceeding to either approve or deny an application.

Customer/Taxpayer Satisfaction

Enhance utility compliance efforts and reduce consumer complaints

Metric Definition: Enhance the commission's efforts to assist utilities in the creation of customer policies and educating them on compliance, thus reducing the number of consumer complaints.

Goal Met	Current	Previous	Target	Trend
	40% reduction	74% reduction	5% reduction	

Reporting Cycle: Quarterly (January 1, 2016 - March 31, 2016)

Additional Details: The target represents a 5 percent reduction from the same quarter one year prior. There are factors that are out of commission staff control that can affect the number of complaints received, the primary factor being weather-related events. If there is severe weather—either cold, storms, heat, etc.—this can increase utility bills significantly which generates questions, or may cause pipes to freeze or other issues affecting the safe operation of utilities and use by their customers.